User Training:

Enterprise Wide Referral & Authorization System (EWRAS)

Section 1.0

Introduction to the Enterprise Wide Referral & Authorization System

Version 3.0

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

EWRAS Graphical Overview

Auto-Approved to Direct Care
Auto Approved to Civilian Network
Route to Another MTF

Initiate Referral

Providers
Non-Providers
MCSC

Rules Engine
Rules Manager

Specialist Results

Specialist Transcriptionist
Enter Network Results
MCSC

Review

Reviewer
Review Administrator

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Roles**
  - **Provider**
    - **Initiate, Manage, Track, and View and Print Referrals, View Reports, Set Preferences**
    - **Designate Surrogates**
  - **Specialist**
    - **Enter Results, View and Print Referrals, View Reports, Set Preferences**
  - **Enter Network Results**
    - **Enter Referral Results On Referrals "Approved to the Network" and Authorized by the MCSC**
    - **Enter and Edit Appointment Information for First Authorized Appointment**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Roles Continued**
  - **Transcriptionist**
    - **Enter Results into a Referral from MTF Specialist Findings**
    - **Results Entered by Transcriptionist Must be Verified by the Specialist**
  - **Reviewer**
    - **Review Referrals In Queues**
      - **Select, Review, and Enter a Review Decision**
  - **Review Administrator**
    - **Review Referrals In Admin Queue**
      - **Select, Review, and Enter a Review Decision**
      - **Review Administrator May be Assigned Different Review Decisions Than a Reviewer**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Roles Continued**
  - **MCSC**
    - **Initiate a Referral on Behalf of a Network Provider**
    - **Enter Civilian Specialist Findings from Network Providers**
  - **Rules Manager**
    - **Manage and Maintain EWRAS Configuration**
      - **Set Up Review Decisions, Taxonomies, CPTs, Site Parameters, Referral Templates, and Assign Countersigning Privileges**
      - **Builds Queues and Rules for MTF**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Roles Continued**
  - **Non Providers**
    - **Initiate, Manage, Track, and View Referrals**
    - **Choose Co-Signer**
    - **Any Referrals Initiated by an EWRAS Non Provider will Have to be Countersigned by an EWRAS Provider Who Has the Countersigning Privilege Before the Referral Continues Processing via EWRAS**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functionality Includes:**
  - **Checking Patient Eligibility**
  - **Inputting Request and Tracking Status**
  - **Routing, Reviewing, and Conditionally Approving, Disapproving the Request**
  - **Forwarding the Review Decision to the Referring Provider**
  - **Forwarding the Approved Referral to the MHS Appointing System and the Referring Provider**
  - **Forwarding the Approved Referral for the Network to the MCSC**
  - **Returning Specialist Feedback to the EWRAS**
  - **Standard Management Reporting**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **Reasons for EWRAS**
  - **The TRICARE Next Generation Contract Requires Electronic Referrals**
  - **All Electronic Referrals Must be HIPAA Compliant**
  - **EWRAS Facilitates 24 / 7 Access to Care for Population Health and MHS Optimization**
  - **Enter MTF Referral Processing Among Host Systems**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **How EWRAS Works**
  - **Internet Based System**
    - **TRICARE Online**
  - **Interfaces**
    - **DEERS**
      - **Eligibility Checks**
    - **CHCS**
      - **Patient Information**
      - **MCP Referrals**
        - » **Taxonomy / CPT Code and Description, Reason for Referral, and Review Comments will Populate the MCP Reason for Referral**
    - **MCSC**
      - **278 HIPAA Transmission**
    - **Reference Library**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

User signs on to EWRAS Through TRICARE Online (TOL)

Incoming Referral From MCSC Routed Based Upon Enrollment DMIS or ZIP

Referral Entered Into / Received by EWRAS

DEERS
Eligibility Verification &
Populate Patient Demographics

EWRAS Rules Engine:
Rule Defined and Meets Criteria Entered by Rules Manager

NO

YES

Admin Review Queue

Specialty/Provider Review Queue

Auto Approve Direct Care (MTF)

Auto Approve To Civilian Network

Route to Another MTF

Routes to Gaining MTF Rule Set

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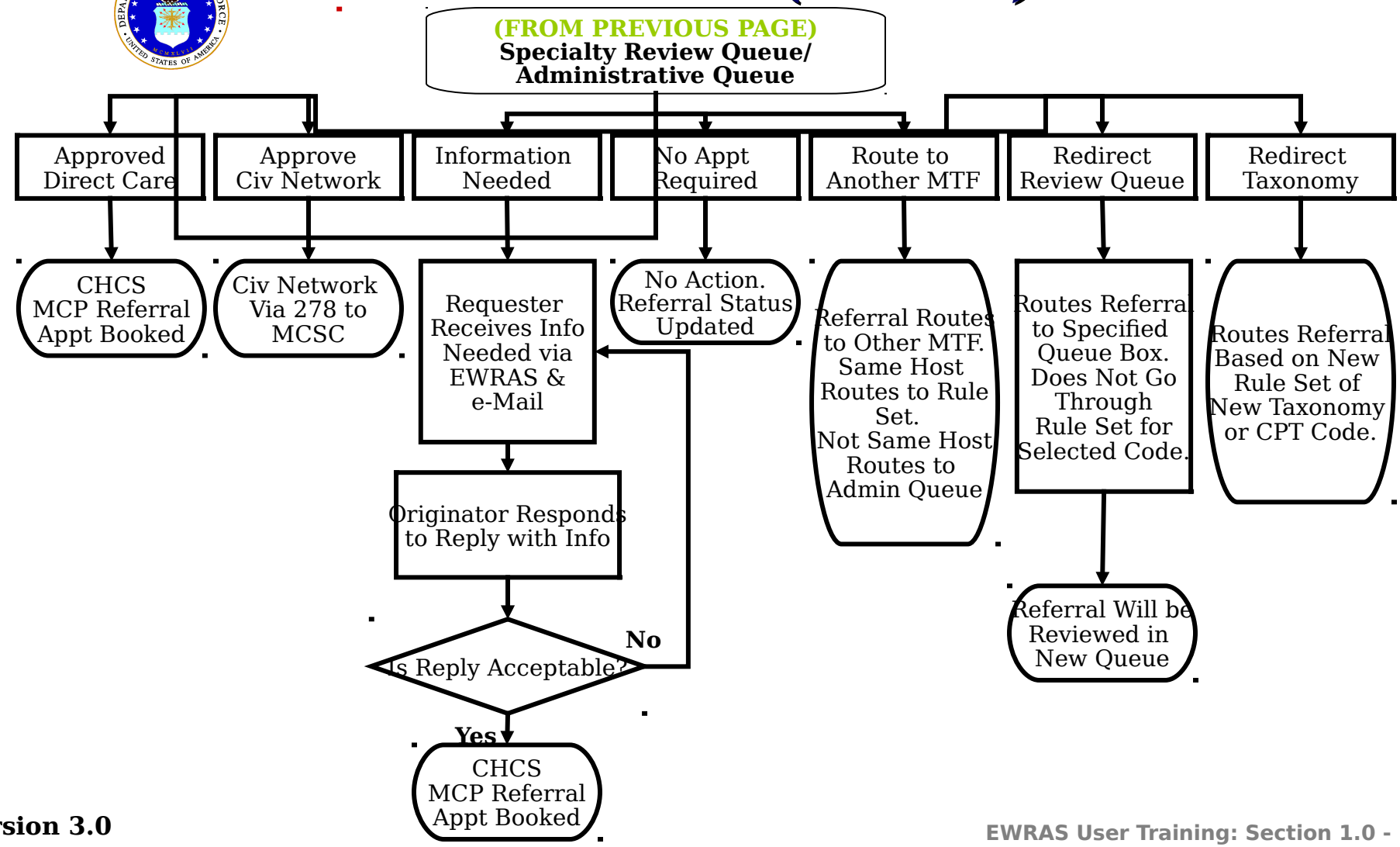
Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)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Specialty Review Queue/
Administrative Queue
Approved Direct Care
Approve Civ Network
Information Needed
No Appt Required
Route to Another MTF
Redirect Review Queue
Redirect Taxonomy
CHCS MCP Referral Appt Booked
Civ Network Via 278 to MCSC
Requester Receives Info Needed via EWRAS & e-Mail
No Action. Referral Status Updated
Referral Routes to Other MTF. Same Host Routes to Rule Set. Not Same Host Routes to Admin Queue
Routes Referral to Specified Queue Box. Does Not Go Through Rule Set for Selected Code.
Routes Referral Based on New Rule Set of New Taxonomy or CPT Code.
Originator Responds to Reply with Info
Is Reply Acceptable?
No
Yes
CHCS MCP Referral Appt Booked
Referral Will be Reviewed in New Queue

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functional Areas**
  - **Enter a Referral**
    - **Roles:**
      - **Provider/Non-Provider/MCSC Request Referrals in EWRAS**
      - **Non-Provider Requires Co-Signature**
  - **Route a Referral**
    - **Roles:**
      - **Rules Manager**
    - **Rules Manager will Set Up Rule Sets to Route Referral to Specific Review Queue or Automated Review Decision Based Upon Referral Criteria**
    - **Referral Routed Based Upon the Rule Set of the Parent DMIS Where the Provider/Non-Provider is Enrolled on TRICARE Online**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functional Area Continued**
  - **Review the referral**
    - **Roles:**
      - **Reviewer, Review Administrator**
    - **Most of the Review Process is Automated**
    - **Review will be Performed if Referral Sent to Review Queue**
    - **Review Administrator will Manage Admin Queue**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functional Area Continued**
  - **Book the Appointment**
    - **Role:**
      - **No EWRAS Roles Involved in Booking Appointment**
    - **Referrals Approved to Direct Care will Build MCP Referral in CHCS**
      - **EWRAS will be Updated with CHCS Appointment Information**
    - **Referrals Approved to Civilian Network will Route HIPAA Compliant 278 Referral Message to MCSC**
      - **Referral can be Manually Updated with Appointment Information for Civilian Appointments**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functional Area Continued**
  - **Enter Specialist Feedback**
    - **Roles:**
      - **Specialist, Transcriptionist, Enter Network Results**
    - **Specialist Findings for the Patient Visit can be Entered and Associated with Patient Referral**
    - **MCSC Not Required to Enter Results in EWRAS**
  - **Admin Closure**
    - **Role:**
      - **Rules Manager**
    - **Non-Resulted Referrals can be Manually Closed**

Introduction:

Enterprise Wide Referral & Authorization System (EWRAS)

- **EWRAS Functional Area Continued**
  - **Administrative Functions**
    - **Role:**
      - **Rules Manager**
    - **EWRAS Configurations**
    - **Creating Review Queues**
    - **Defining Routing Rules**